

### Travel Process Under New Policy - Draft

The following document describes the process that the SG/OAS had defined to build an in-house travel system. The SG/OAS, with the submission of the OASCORE Business Modernization Platform Program RFP, is considering implementing the new travel process in the BPM Platform that shall be proposed by vendors on their proposal response. The below process shall serve as guidance to be able to provide the level of effort under separate pricing as instructed in the RFP.

#### **A. Pre-Travel Steps (same for all travelers: Staff, CPRs, and Guests)**

1. Travel need identified and authorized by the appropriate authorizing official in the requesting area (Director/Secretary level). Note: This step takes the place of EARS and may include all approvals). To include Secretary General on all travel if necessary.
2. Area communicates travel need to TMC (either by phone, OBT, or new TAOS/TEC system<sup>1</sup>).
3. TMC provides area with GS/OAS travel policy compliant itineraries, fare quotes and hotel alternatives. Selected itinerary form TMC is attached to travel authorization.
4. Area identifies appropriate source of funding and budgets for the expected totality of travel expenses. This includes: airfare, hotel, M&IE, a fixed amount (TBD) for ground transportation from/to airport and other ground transportation in situ, and any other foreseeable expenses (e.g. lodging fare if traveler will pay for hotel or stay in personal housing, additional transportation, etc.). These items are added to the travel authorization.
5. Area prepares travel request to include all costs anticipated related to the travel:
  - a. Airfare
  - b. Lodging (hotel): there will be 6 options to choose from:
    - i. Default option : purchase hotel with TMC
    - ii. Hotel paid by other entity
    - iii. Hotel paid by GS/OAS directly to hotel in case of group travel contracts
    - iv. Home leave – does not include hotel
    - v. Hotel paid by traveler
    - vi. Traveler staying with family/friends
  - c. MIE: there will be 2 options:
    - i. Default: all official travels
    - ii. Home leave travel
  - d. Transportation Allowance: fixed amount (TBD) for transportation to cover to/from airport and other in situ transportation

Note: The TAOS/TEC system should allow for travelers and/or their proxies to opt out of any expense line for instances where, by prior agreement, the GS/OAS restricts what it will cover.

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<sup>1</sup> The new TAOS/TEC system will formally be a subsidiary ledger to the OASCORE, and will include all official documentation on travel at the detail level. Only the high level financial transaction information will be passed from TAOS/TEC at appropriate times to OASCORE.

6. Before traveling, the traveler will receive pre-paid amounts which will include hotel costs (if not paid directly by the OAS or other entity), MIE, and transportation allowance. This is an advance of funds for the travel that will later need to be reconciled to actual expenses.
7. Travel request will include the chosen itinerary and hotel (if applicable) so that TMC can proceed with purchase.
8. Area approves the travel request. (Director or Secretary level)
9. Approval of the travel request generates a travel authorization, which triggers:
  - a. pre-payment to traveler of **MIE** according to UN scale:
    - i. For all official travel: 50% of MIE for first and last day + full MIE for the remainder of the days.
    - ii. For Home Leave travel: according to benefit, 1 day full per diem for the staff + 1 day ½ per diem per dependent;
  - b. pre-payment to traveler of Transportation Allowance - to be later reconciled against receipts;
  - c. payment of airfare to TMC; and
  - d. payment of hotel as follows:
    - i. If hotel purchased with TMC (default option): payment of hotel costs to TMC;
    - ii. If hotel is paid by other entity, by GS/OAS in cases of group travel or if it is home leave travel: no payment is issued;
    - iii. If hotel is paid by traveler: pre-payment to traveler of maximum per diem hotel portion– to be later reconciled against receipts; or
    - iv. If staying with friends/family: pre-payment to traveler of \$50 per day.
10. A copy of the travel authorization is submitted automatically on approval to TMC with the information provided in the travel request and the chosen itinerary and hotel (if applicable).
11. TMC purchases airfare and hotel (if applicable) based on the information included in the travel authorization.
12. TMC generates a confirmation email to the traveler with the following information: itinerary, hotel reservation (if applicable), important OAS travel policy reminders (process to claim expenses, links to applicable rules, need to notify member state delegation and/or country office) – **CC: Procurement Travel email, area AMS, Country Office (?)**, member state delegation (?)

## **B. Post-Travel Steps**

### **1. For Staff and CPRs**

- a. Traveler submits reconciliation within 30 days<sup>i</sup> of travel return date. Failure to submit reconciliation will result in withholding of the amount pre-paid from the next salary or CPR invoiced payment amount until reconciliation is submitted<sup>ii</sup>.

- b. Reconciling claim is approved by appropriate authorizing officials in the requesting area (AMS/Director/Secretary) who certifies that the travel settlement is in accordance with applicable OAS rules and regulations.
- c. If the reconciliation results in payment due to the GS/OAS, traveler will see a payroll withholding (?) in the next pay period salary or CPR invoiced payment amount.
- d. If the reconciliation results in payment due to the traveler, GS/OAS will submit payment in the next payment cycle (regular payment, not payroll).
- e. DFS will conduct random and targeted (i.e. red flag) audits monthly to assure compliance. System should be able to select statistically significant random and targeted samples for this audit.

## **2. For non-paid guests or CPRs with no pending payments**

- a. Travelers who are not regularly paid employees or CPRs of the GS/OAS will be considered one-time short CPRs, and travel requirements will be written into their contracts, including all the conditions. Normally they would be paid up front, provided an airline ticket and a hotel reservation plus a stipend for the MIE and the transportation allowance. No other payment will be made to them. This is formally conserved a travel grant.
- b. Requesting area AMS/Project Managers will request traveler corresponding receipts and submit the reconciliation. This will serve as the confirmation that travel occurred and as "closure." **Note: if area AMS/Project Managers fail to submit reconciliation, GS/OAS cannot withhold payment.**
- c. If traveler claims that GS/OAS owes money to him/her due to unexpected changes, area will reconcile and make appropriate payment.
- d. If traveler owes money to GS/OAS (i.e. meal provided at no cost), then area will inform traveler and make efforts to get payment from traveler – GS/OAS cannot enforce.

## **3. Reconciliation requirements:**

- a. Proof that travel occurred (boarding passes or passport stamp);
- b. If opted out of pre-paid hotel, hotel receipts to be reconciled against maximum per diem hotel portion paid to traveler. **NOTE: system should indicate alert that in those instances where travelers shared a room, the GS/OAS will only pay one per diem amount, and that presenting multiple receipts for the same room will be considered fraudulent;**

- c. Receipts for all ground transportation, including to and from airports and for business reasons at the travel location;
- d. If ground transportation involves personally owned vehicle, traveler may request a mileage allowance in accordance with the IRS published rates. The allowance may not exceed the reasonable amount that would be paid for “most logical route” transportation;
- e. Receipts of fees paid to obtain money for official trip (ATM fees, foreign transaction fees, etc.);
- f. Inform any meals that were received at no cost to traveler to adjust per diem paid if needed;
- g. Traveler should provide exchange rate applied or otherwise UN exchange rate will be applied – to be decided if this is needed;
- h. Traveler must certify a statement which states that all expenses claims were supporting the official mission, and that most efficient means of accomplishing the mission were used in all cases;
- i. The new TAOS/TEC system will total all the claimed items and subtract the total amount that was prepaid.

**4. Special situations:**

- a. If travel itinerary is changed after travel is purchased, traveler or area must make corresponding reconciliation to adjust (up or down) any payments made.
- b. If travel is cancelled after travel is purchased:
  - Any payment issued to traveler must be returned: deducted from payroll or scheduled payment, or requested to guest traveler (cannot enforce) – Notification that travel was cancelled can also be registered in new TAOS/TEC system
  - Unused ticket will be reported by TMC to DPS and DPS will inform corresponding areas to try to use it (according to corresponding airline policy/restrictions) and if can't be used before 2 months of expiration, DP will try to use it for home leave.
  - Area or traveler must inform hotel as soon as they know travel is canceled and corresponding amount (depending on hotel cancellation policy) paid to hotel must be returned to GS/OAS.
- c. If official travel is done in conjunction with personal travel, TMC will require additional personal credit card for personal travel portion. All travel related expenses (M&IE, lodging, etc) can only cover from/up to official travel begins/ends instead of from/up to travel departure/return date.

- d. Home leave: These travels do not include hotel – As part of the benefit, there is 1 day full per diem for the staff + 1 day ½ per diem per dependent – Transportation allowance to be paid instead of Terminal Expenses and will need to be reconciled.
- e. Group travel: if hotel is booked as a group, then this item is not paid to traveler but rather the GS/OAS pays directly to the hotel in accordance to the contract signed.
- f. Invitational travel of outsiders we ask to travel for the OAS: these are guest who will be granted travel expenses to include airfare, hotel MIE, and transportation according to what has been agreed that the OAS would cover in each case
- g. Hardship conditions (compensation issue)

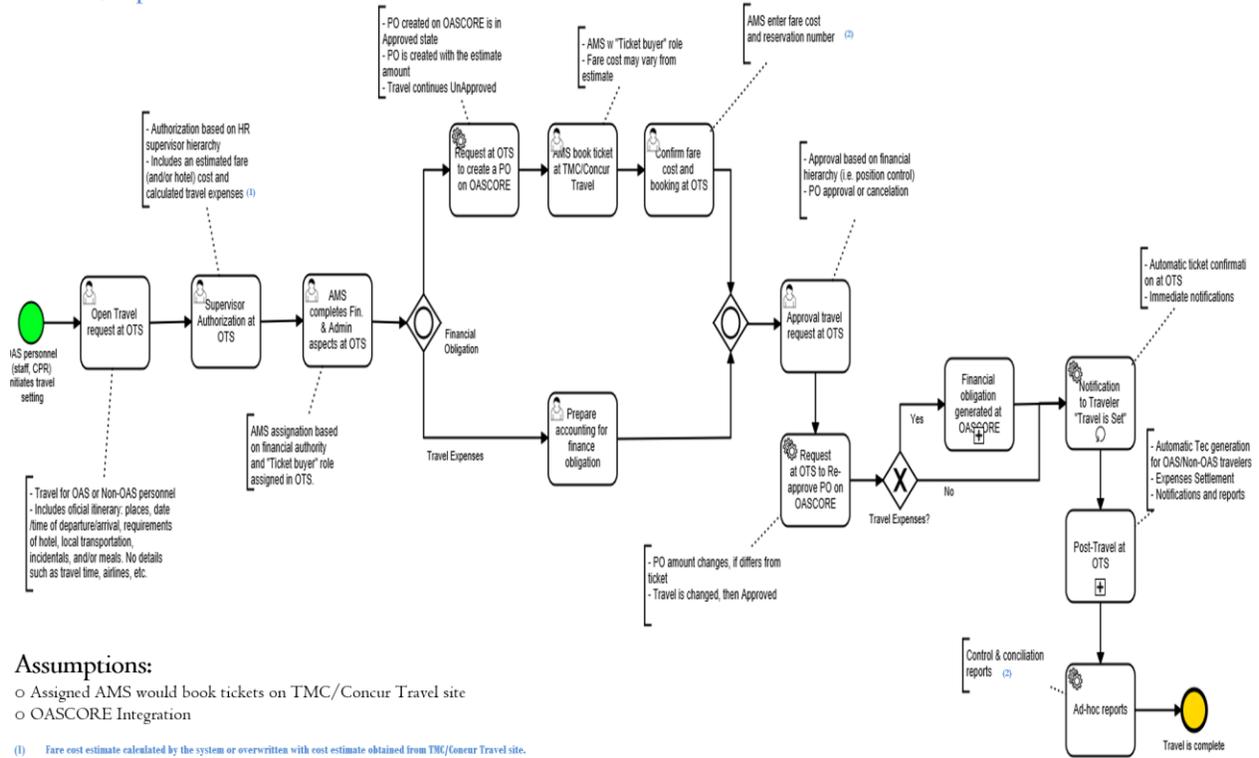
For DOITS: If we pay the TMC on a monthly basis, can TAOS/TEC system help us with that reconciliation?

#### **5. Summary of the New Rules from Member State Mandates:**

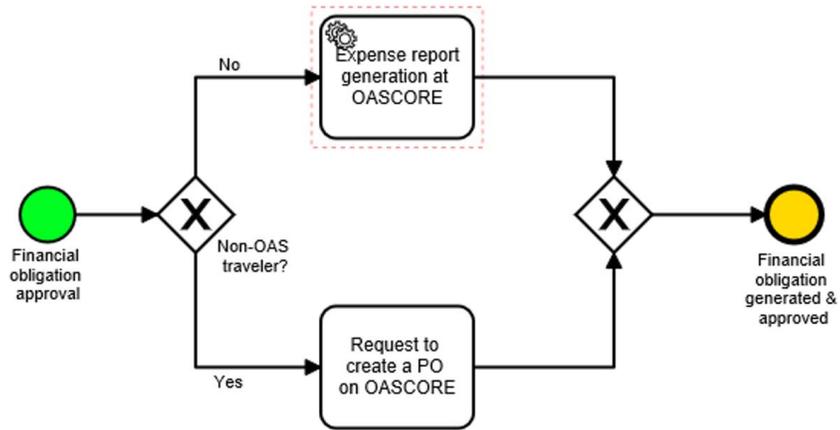
- a. Partial per diem (MIE broken into 50% increments based on scheduled departure flight time of the first flight on departure to scheduled flight arrival time of the last flight on return.)
- b. Hotels paid by traveler are limited to UN hotel per diem rates, and must be supported by a paid receipt attached to claim. Travelers are allowed to stay at lodging locations of their choice, even those that cost more than the UN per diem, but will be reimbursed only to the UN hotel per diem rate, i.e. they will be out of pocket for the rest. (Raises the issue of how this will work with the travel agency. Suggest that if someone wants a hotel out of what the travel agency is offering, then they have to book it themselves? )
- c. If traveler uses non-commercial lodging (stays with relatives or friends or other zero-cost options), he/ she gets \$50 per night. If the OAS or another entity provides lodging at no cost to the traveler, then the \$50 does not apply.
- d. All local transportation expenses must be substantiated by a receipt or shared ride email receipt, a credit card statement line item, or a statement from the traveler stating that the transportation could not provide a written receipt for (reason).
- e. Some travel may involve the use of personally-owned vehicles as the most efficient and economical routing. IRS rates will apply. Cost-construct all costs vs. commercial conveyance on most logical route.
- f. Travel away from the regular place of business that is under 10 hours duration are considered “long work days” and do not normally call for MIE, hotel per diem or other payments. Travel authorization would specifically state “airfare only”.

## 6. Proposed Process Work-Flow (subject to change based on vendor's recommendation):

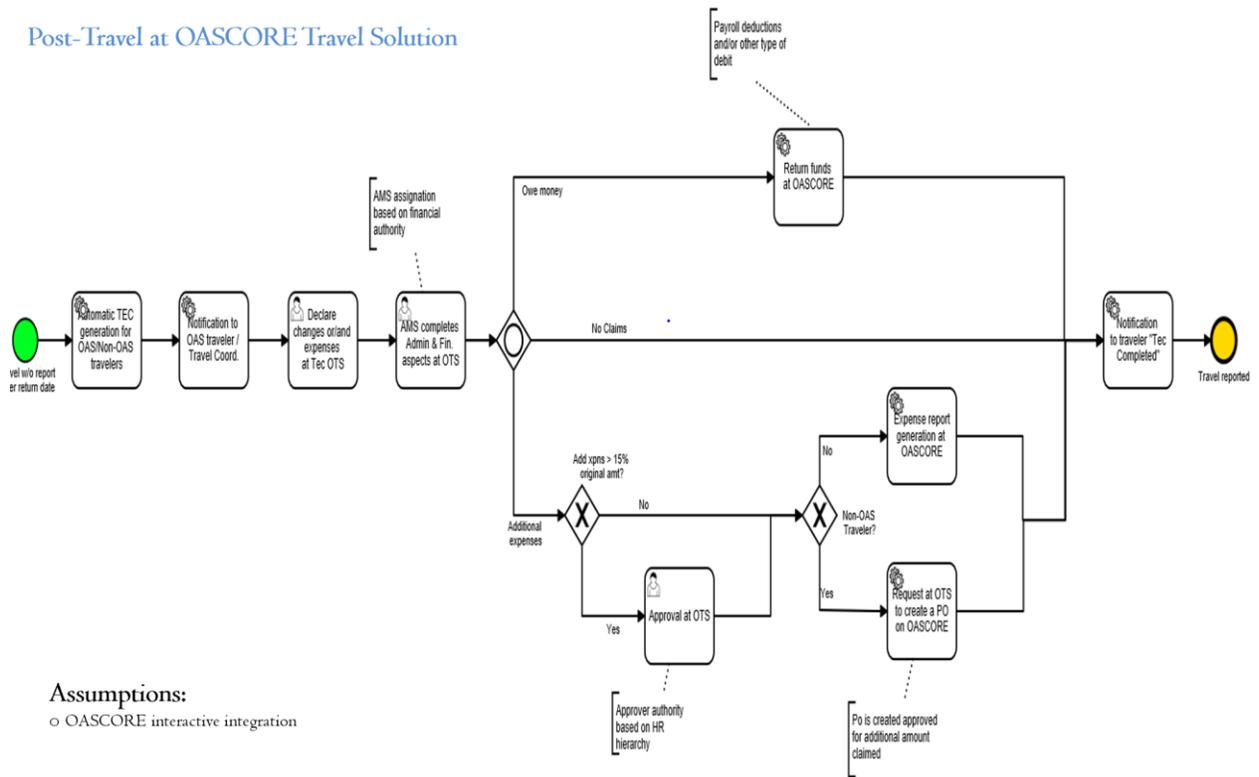
### Travel w/o personal detour



Travel w/o personal detour  
Financial Obligation Generation



Post-Travel at OASCORE Travel Solution



- Assumptions:
- o OASCORE interactive integration

#### OASCORE Travel Solution: Integration Points

- PO creation, approval, change, re-approval and cancellation
- Expenses reports generation
- All OAS Personnel (staff, CPR, etc)
- HR Supervisor Hierarchy
- Per-diem and expenses rates
- Central Data integration
- Financial approval hierarchy
- Invoice generation for travel and/or post-travel?
- Invoice generation for post-travel deduction (CPR)?
- Payroll deduction

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<sup>i</sup> Given that failure to submit reconciliation will result in withholding of payment, it is suggested that the time given to submit this is 30 days instead of 10 days as originally thought

<sup>ii</sup> Need to add legal wording to CPR contract template